



Iowa Utilities Board Kaizen Event Report Out

“Re-Volts”
July 27-31

The Opportunity

To increase the efficiencies of the transmission franchise process with the assistance of the actual customers.

The “Re-Volts”



Team Members - Ross

- Don Stursma, IUB
- Cynthia Munyon, IUB
- Bao Nguyen, IUB
- Duane Fournier, IUB
- Jim Sundermeyer, IUB
- Margaret Munson, IUB
- Kathy Bennett, IUB
- Cecil Wright, IUB
- Joan Conrad, IUB
- Dan Shiflett, Corn Belt Power REC
- Don Petersen, Iowa Farm Bureau
- Brian Knights, MidAmerican Energy
- Steve Harrison, MidAmerican Energy
- Thom Hart, IDED
- Lisa Stump, ITC
- Jack Dwyer, OCA
- Chuck Moore, Alliant Energy/IPL
- Susanna Wilson, Clipper Windpower
- Amanda James, IAMU
- Dennis Puckett, Sullivan Ward
- Sharon Segner, LS Power
- Sheila Tipton, Belin Law
- Ross Groffman, Nextera Energy Resources
- Denny Hockmuth, Nextera Energy Resources
- Lisa Michaelson, DHS
- Chad Dahm, DHS
- Ann Hogle, IVH
- Mike Rohlf, IDOM – Facilitator

Scope - Susanna

- The electric transmission line franchise process from when the request for an informational meeting is made to official notice.

Objectives – Sheila

1. Identify opportunities for improvement in the process.
2. Improve communication between IUB and stakeholders
3. Educate stakeholders on the process
4. Petition done right the first time
5. Increase percentage of petitions that do not require a deficiency letter.
6. Preserve and protect the landowner rights



Goals - Jim

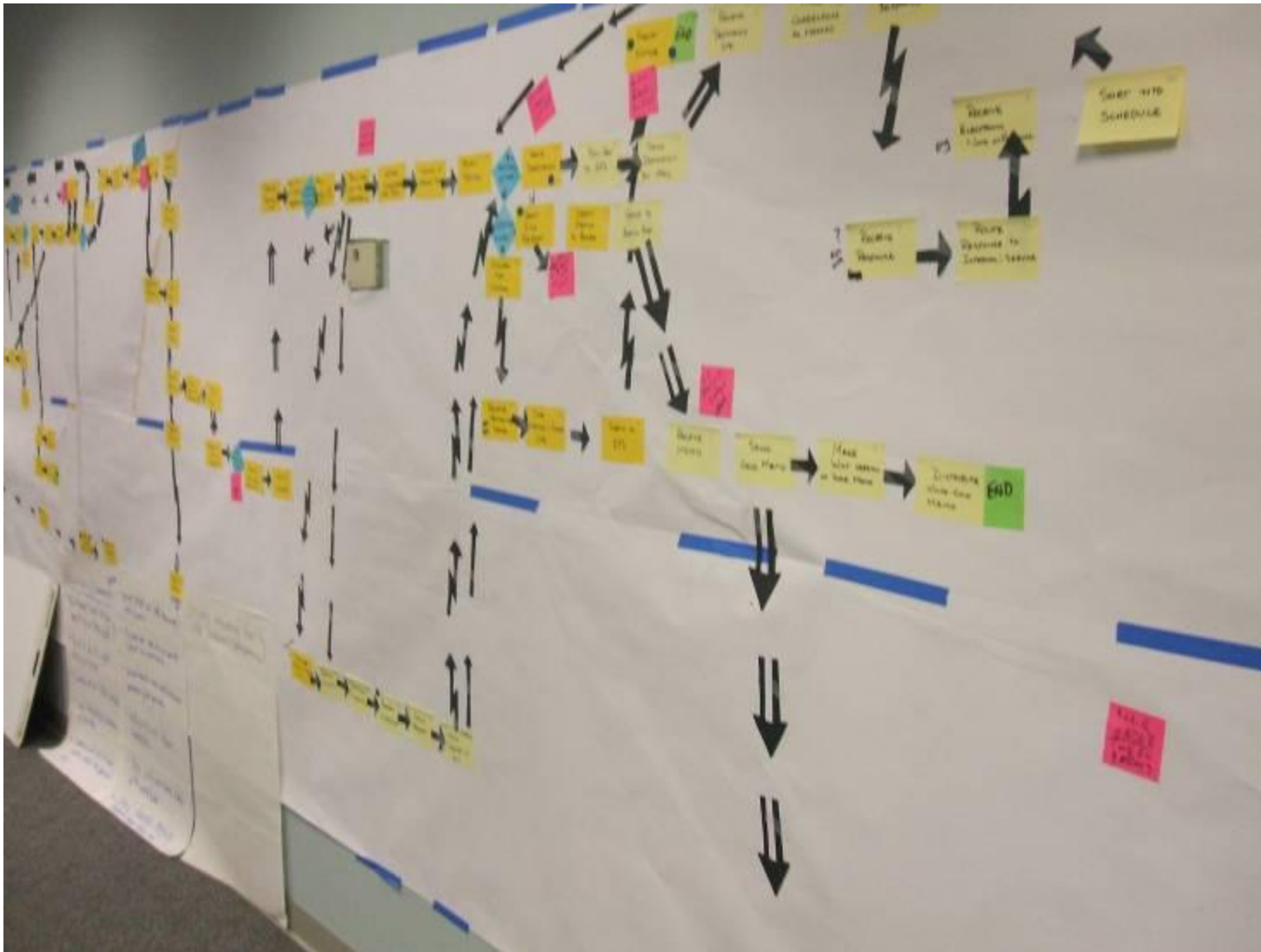
1. Decrease the number of repetitive deficiency letters issued by 50%
2. Decrease the amount of time it takes from filing the petition to notice being issued by 33%.

Kaizen Methodology - Chuck

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)
- 5S “mindset”--use the steps to support the event activities
 - Sort, Set in order, Shine, Standardize, Sustain



Current Process - Duane

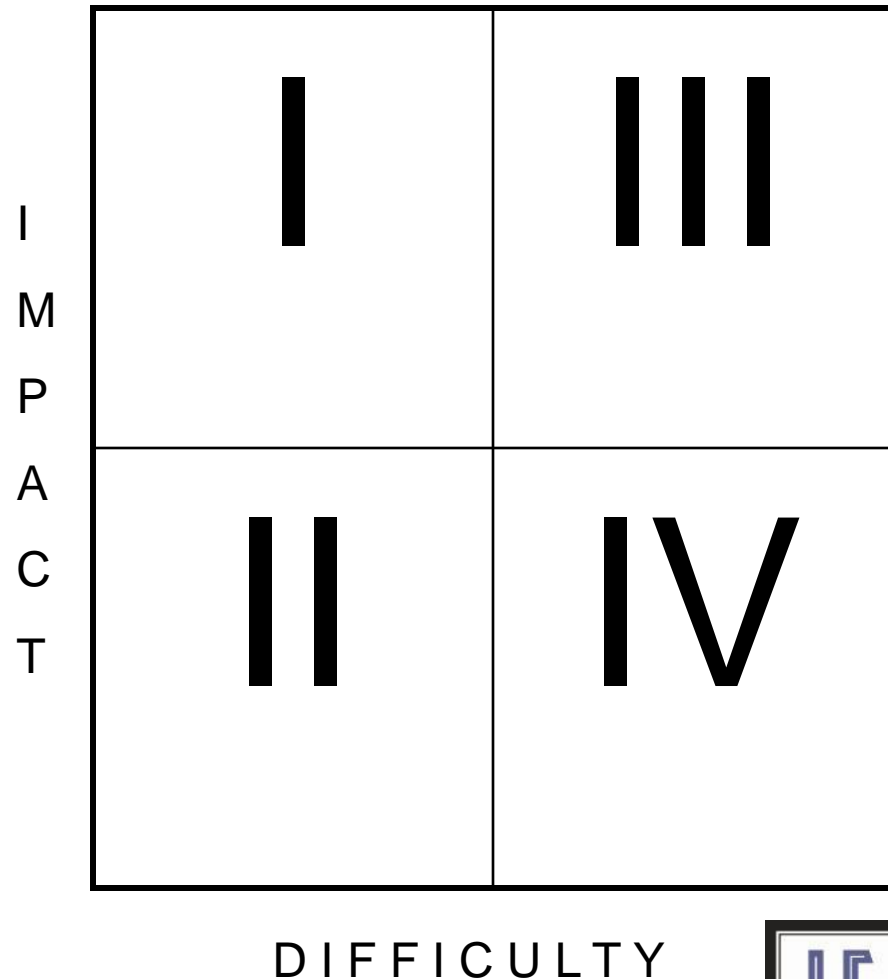


Brainstorming – Lisa

- It would be beneficial to provide additional training by IUB to companies involved in electric transmission line franchising
- 2-3 deficiency letters instead of many
- Increase electronic capabilities
- Early official notice

De-selection Process – Margaret

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



New Process - Cecil



Results - Dennis

	Current	New	% Change
Total Steps	167	155	5%
Total Delays	176 683	79 no-no 105/145 def – no <hr/> 139/646	55% 40%/18% 80%/5%
Value Added Steps	6	6+2	-
Decisions	7	9	33%
Total Handoffs	70	50	29%
Lead Time - Days	80 days, 17 hrs 513 days, 19 hrs	64 days, 15 hrs 506 days, 13 hrs	20% 2%



Homework - Don

Item	Item Description	Person Responsible	Due Date
1	Develop process for the early official notice	Don, Cecil, Sheila, Cynthia, Don, Jack, Lisa, Ross	11/2/09
2	Petition Form Enhancement	Jim, Denny H, Don, Margaret, Duane, Steve, Bao	10/2/09
3	Provide sample & instructions of completed forms – available on Web	Jim, Denny H, Don, Margaret, Duane, Steve, Bao	11/30/09
4	Summarize and provide list of acceptable addresses for Exhibit B&F	Duane, Denny H, Jim, Steve, Brian, Chuck	9/1/09
5	Develop Training Module/Workshops, etc. Review Topics 30-day	Cynthia, Duane, Kathy, Jim, Jack, Lisa	9/1/09



Homework - Don

Item	Item Description	Person Responsible	Due Date
6	Explore Paperless Gold Memo Process – for assignment to ALJ	Margaret, Cecil	11/2/09
7	Create distribution lists for franchise process (list serve)	Margaret, Jim	9/1/09
8	Franchise tab on IUB website	Margaret, Jim	9/1/09
9	Explore electronic review and signature for Board Members	Cecil or designee	9/1/09
10	Pursue financial opportunities for training		9/1/09
11	Put new process into writing	Duane, Kathy, Susanna, Don	9/1/09

Team Member Experience

Team members presenting this slide

Cynthia, Sheila, Thom

LEAN

State of Iowa
Continuous Improvement

Comments

- Mike Rohlf, Department of Management
- Assisted by
 - Chad Dahm, Department of Human Services
 - Ann Hogle, Iowa Veterans Home

**We welcome your
questions and comments!**

